PURPOSE:

To ensure all schools respond to parent concerns and complaints in an effective and timely manner.

GUIDELINES:

Our school’s approach to handling concerns and complaints is based on our values of:

- Providing an safe and supportive environment
- Building relationships between students, parents and staff
- Providing a safe working environment for staff

The policy covers concerns and complaints about:

- General issues of student behaviour that are contrary to the school's code of conduct
- Incidents of bullying or harassment in the classroom or the school yard
- Learning programs, assessment and reporting of student learning
- Communication with parents
- School fees and payments
- General administrative issues

The procedures do not cover the following matters:

- Student discipline matters involving expulsions
- Complaint about employee conduct or performance (these complaints are dealt with by performance management, grievance resolution and disciplinary action)
- Complaints by Department employees related to employment
- Student critical incident matters
- Other criminal matters.

IMPLEMENTATION:

Hamilton (Gray St) Primary School has developed this policy and related procedures in accordance with Departmental policy, Addressing parent concerns and complaints effectively: (attached for reference)

The underlying premise of the complaints management policy and procedure is that parent concerns and complaints are best and most effectively managed at the school level.

The school will address all complaints with courtesy, efficiently, fairly, promptly and in accordance with due process and under the principles of natural justice.

When addressing parent/guardian concerns or complaints, our school will:

- abide by relevant regulatory and legislative frameworks
- maintain confidentiality
- balance the rights and responsibilities of all parties
- ensure all parties are aware of their right to advocacy
- act in a manner that seeks to achieve an outcome acceptable to all parties.

At Gray St Primary School, all staff members are required

- to take the name and contact details of the person making the complaint.
- the date of the complaint and a brief description of the concern
- action taken and the outcome of the actions.
At Hamilton (Gray St) Primary School the management of concerns and complaints are best managed through the following levels of responsibility:

- **Teachers** are usually best placed to resolve concerns and complaints relating to student learning and specific incidents in the teacher’s class or group.
- **The Principal** is usually best placed to resolve concerns and complaints relating to school policy, school management, staff members and complex student issues.
- **At the Regional level**, The Community Liaison Officer usually acts as an initial contact for concerns and complaints for the Regional Office and provides support to schools to address concerns and complaints.
- **The Regional Director** ensures schools’ concerns and complaints procedures comply with Departmental policy and provides advice to schools.

Information on the Department's complaints process is also available for parents, and includes advice on how best to approach the school with a concern or complaint. See: Parent Complaints - Schools.

Appendix A:
Addressing Parents' Concerns and Complaints effectively: Policy and Guides

**EVALUATION**

This policy will be reviewed as part of the school's three year review cycle or earlier as required.